

**CHIEF OF NAVAL OPERATIONS
PERFORMANCE APPRAISAL FORM
GM/GS 13, 14, 15**

PART I

1. PERIOD COVERED

2.

FROM:

TO:

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INTERIM APPRAISAL

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RATING OF RECORD

3. NAME:(LAST, FIRST, MIDDLE INITIAL)

4. SSN:

5. POSITION TITLE/SERIES/GRADE

6. ORGANIZATION/CODE

7. RECORD OF REVIEWS AND FINAL APPRAISAL.

(Signature indicates that this step of the process has been completed. Must be signed and dated.)

(NOTE: Employee signature does not necessarily constitute agreement with the plan or rating.)

STANDARDS

PROGRESS REVIEW

RATING

**IMMEDIATE
SUPERVISOR**

**SECOND LEVEL
SUPERVISOR**

EMPLOYEE

8. RATING OF RECORD OR INTERIM APPRAISAL.

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ACCEPTABLE

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UNACCEPTABLE

9. EMPLOYEE'S POSITION DESCRIPTION IS CURRENT AND ACCURATE?

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YES

OR

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NO

10. SUPERVISOR'S COMMENTS

Elements and Performance Standards

PART II

Failure to attain an acceptable level of performance in any portion of a standard will result in an unacceptable for the entire element. "U" mark's require factual documentation.

ELEMENT 1. TECHNICAL COMPETENCE/PROGRAM MANAGEMENT

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Contributes to the operational effectiveness of the command by supervising and directing the work of _____ employees and performing specific duties as contained in the position description and other duties as assigned.

ACCEPTABLE:

- o Plans and executes assignments in compliance with appropriate departmental, command, and Navy policy and procedures. Contacts and coordinates with other divisions/departments for needed support, allowing sufficient time for work requirements to be met.
- o Performs position requirements independently, with little need for direction and guidance. Completed work meets the accepted standards of the command. Paperwork is complete, accurate, in the proper format, and submitted on time.
- o Receives generally positive feedback regarding customer satisfaction.
- o Customer satisfaction is good, with generally positive feedback. Customer comments are reviewed, analyzed and initiated if feasible.
- o Assigns work appropriately, distributed work evenly, sets realistic completion, provides necessary resources and guidance, establishes acceptable standards of work completion, and provides clear, complete instructions for work performance.
- o Awards are appropriate and award ceremonies are well done.
- o Runs meetings efficiently and achieves meeting goals. Provides timely, well prepared and reality based budget submissions.
- o Receives no more than 2 corrective supervisory counseling within the rating cycle.

Where applicable - Security and Acquisition element

ELEMENT 2. COMMUNICATIONS

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Promotes flow of information and understanding needed to operate command programs, achieve command missions, support customer service, and facilitate personnel interactions.

ACCEPTABLE:

- o Provides clear and concise complete directions when assigning work to employees.
- o Ensures that deadlines, work standards, and assignment requirements are fully understood.
- o Provides regular feedback to employees on their work performance and expectations.
- o Coordinates action items with other work sections as needed.
- o Keeps the chain-of-command informed on status of action items, relevant issues and events, which impacts on the command's operations.
- o Fully staffs work assignments with other when issues being addressed impact other work areas.
- o When applicable, interfaces with external agencies organizations in a professional manner that reflects positively on the command and its members.

ELEMENT 3. CUSTOMER SERVICE

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Provides prompt, courteous and knowledgeable service to both internal and external customers.

ACCEPTABLE:

- o Demonstrates an understanding of specific customer/markets.
- o Understands customer goals, strategies and processes to ensure customer focused decisions.
- o Reviews customer feedback reports.
- o Keeps resources focused on responding to customer needs.
- o Strives for continuous work process improvement.
- o Anticipates and identifies customer service problems or potential problems; selects the most effective from alternative courses of corrective action(s) or contingency plans. Issues that cannot be resolved are brought to the attention of higher level management within one(1) day of unsuccessful resolution.
- o Is polite and courteous to all customers at all times with no more than one(1) substantiated complaint in a 90 day period.

ELEMENT 4. LEADERSHIP AND PERSONNEL

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Supervises and manages employees through appropriate delegation of work and authority. Uses meaningful application of performance management, incentives systems, counseling for unsatisfactory performance, leave administration, grievance procedures, career development, individual development plan, disciplinary or adverse actions when necessary and instructs employees on work administrative matters.

ACCEPTABLE:

- o Delegates work appropriately for grade level and experience.
- o Understands major trends affecting the business/function.
- o Develops strategic alternatives consistent with strategic intent.
- o Converts strategic intent into meaningful work objectives and plans.
- o Follows up to ensure work is complete/correct/timely.
- o Ensures staffs are adequately trained to fulfill required tasks.
- o Ensures position descriptions of subordinates are current and adequately reflect the duties and responsibilities of each employee.
- o Appraises staff performance accurately and within required time frames.
- o Uses established procedures for rewarding employees and taking corrective actions for poor performances.
- o Understands/complies with basic personnel policies and regulations.
- o Uses established position management principles and techniques that result in an efficient organized and productive staff.
- o Applies sound EEO and affirmative action principles to personnel management.
- o Tracks employee attendance and leave, plans employee training and development, monitors employee performance, and provides regular, ongoing feedback to employees regarding performance achievements and deficiencies.
- o Ensures employees properly apply and abide by all laws, rules, regulations and instructions pertaining to subordinates work and to all environmental and safety rules.
- o Ensures that internal controls are implemented and operating on all programs and functions/property within the department and that the objectives of the management programs are achieved.

ELEMENT 5. EQUAL EMPLOYMENT OPPORTUNITY

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Supports EEO, Federal Employment Opportunity Recruitment Programs (EEORP) and related affirmative action programs. Issues and application of EEO/Affirmative action program within his/her area of control. Counsels subordinates, identifies and resolves potential problems, ensures training of subordinates in EEO/Affirmative action program.

ACCEPTABLE:

- o During the rating period, no substantial (investigated and adjudicated) incident has occurred for which incumbent has been directly responsible.
- o During the rating period there has been no more than 2 incidents (investigated and adjudicated) in which the action taken by the incumbent has been correct, legal, fair and impartial but which, because of the manner, circumstances or method involved or used, gave the "appearance of violation" and resulted in cautioning or counseling.
- o Positive action is taken to identify and attempt to resolve potential problems.
- o Issues that cannot be resolved are brought to the attention of higher level management with 1 day of unsuccessful resolution.

**WORK PLAN (CRITICAL ELEMENT)
OBJECTIVES**

**NOT
MET MET EXC**

PART III

WORK PLAN RATING

Unacceptable
Minimally Successful
Fully Successful
Exceeds Fully Successful
Outstanding

- _____ Failed to meet the majority of work plan objectives
- _____ Met the majority of work plan objectives
- _____ Met all work plan objectives
- _____ Exceeded the majority of work plan objectives
- _____ Exceeded all work plan objectives

COMMENTS